

## **STUDY ON THE DIVISION OF NURSE WORK SHIFTS WITH THE QUALITY OF HEALTH SERVICES IN HOSPITALS USING THE LITERATURE REVIEW METHOD**

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### **ABSTRACT**

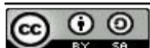
A shift system is a work arrangement system that provides an opportunity to take advantage of all the available time to operate work. Meanwhile, the quality of health services is the degree of perfection of health services in accordance with professional standards and service standards by using the potential resources available in hospitals or health centers in a reasonable, efficient, and effective manner. With good quality of health worker services and in accordance with what is expected by health service users, it will provide a reciprocity. The purpose of this study is to determine the work shift of nurses and the quality of health services in hospitals based on literature review. This research is a descriptive analytical research based on a literature review study. The results obtained from this study are that the relationship between work shifts and the quality of health services is indirectly related. However, through the intermediary of work stress, work fatigue, work performance, patient satisfaction, and so on

**Keywords:** Work Shift, Service Quality, Hospital.

### **I. INTRODUCTION**

A work shift system is a method of scheduling work hours that is designed to utilize all operational hours in an institution, especially hospitals that operate for 24 hours non-stop. This system allows health workers, especially nurses, to work alternately for a certain period of time so that health services can be provided continuously and optimally. The concept of work shifts is important because hospitals need continuity of services that should not be disrupted in order to maintain patient health.

The quality of health services itself is the level of service perfection that is based on professional standards and services in the health sector, so as to meet the expectations and needs of patients effectively and efficiently. The quality of this service must also comply with applicable norms, laws, and ethics in order to provide a sense of security and satisfaction for patients and the community. Along with the rapid development of the health industry, the relationship between the work shift system and the quality of health services is the main focus in efforts to improve the quality of hospital services.



This study aims to examine in depth the effect of the division of nurse work shifts on the quality of health services in hospitals by using the literature review method from various relevant journals. Through this study, it is hoped that a clear picture can be found about the dynamics of work shifts and their impact on important factors such as fatigue, motivation, nurse performance, and patient satisfaction levels. The results of the study are expected to be the basis for recommendations in health human resource management planning to improve the quality of services in hospitals.

## **II. METHODS**

This study uses a descriptive analytical approach based on literature review, where data was obtained from scientific studies related to the theme of work shifts and health service quality published between 2019 and 2024. Journal data is accessed through the Google Scholar database with the inclusion criteria of Indonesian-language journals, relevant topics with a focus on work shift relationships and health service quality, and have good data validity according to their respective research methods.

The journal selection process is carried out systematically using screening techniques and checking strict inclusion and exclusion criteria. The initial search results identified a number of scientific papers which were then filtered until 10 study journals were obtained that met the requirements for in-depth analysis. The variables studied included aspects of work shifts, work fatigue, nurse performance, work motivation, and how these factors are related to the quality of health services in hospitals.

The analysis was carried out by organizing the results of previous research to identify the pattern of relationship between nurses' work shifts and service quality, either directly or indirectly through the mediation of other factors such as work stress and patient satisfaction. This method provides a strong and comprehensive theoretical foundation as the basis for the preparation of evidence-based health management recommendations.

## **III. RESULT**

The results of a literature review study from 10 journals analyzed, it was found that work shifts had an effect on work fatigue in two journals; one of them shows significant results (Siregar & Wenehenubun, 2019) and the other is insignificant (Ginting & Malinti, 2021). Early work performance was significantly influenced by work shifts in three journals (Ramadhani et al., 2021; Irma et al., 2022; Wila et al., 2021). One journal showed a significant effect of work shifts on work motivation (Ramadhani et al., 2021). The quality of health services is related to patient satisfaction and nurse performance as found in four journals that reported significant results (Astari et al., 2021; Pasalli Patattan, 2021; Ahmad et al., 2021; Setiawan et al, 2022) and one other journal related to nurse performance (Asmi Haris, 2020). The relationship between work shifts and the quality of health services is indirect through mediators such as work stress, fatigue, work performance, and patient satisfaction.

The study found that work shifts had an effect on the level of work burnout, with two journals discussing this relationship with one journal showing significant results and the other

insignificant. Meanwhile, the work performance of nurses consistently shows a significant positive influence on the quality of health services based on the three journals reviewed.

In addition, nurses' work motivation was also found to have a significant relationship with work shifts based on one journal, suggesting that good shift scheduling can increase employee motivation. The quality of health services itself was reported to have a significant effect on patient satisfaction in four journals and also had a positive impact on nurse performance according to one other journal. The relationship between work shifts and health service quality was found to be indirect, through the mediation of fatigue, work stress, and motivation as intervening variables.

Overall, the results of the study indicate that the division of work shifts can contribute to the improvement or decrease in the quality of services in hospitals with an intense influence depending on the management of supporting factors such as working hours, load distribution, and the welfare of health workers.

#### **IV. DISCUSSION**

The findings of this study confirm the importance of effective and well-being-oriented work shift management to support the quality of health services in hospitals. Properly managed work shifts help reduce the level of fatigue and stress often experienced by health workers, thereby increasing performance and motivation to work optimally. The stable psychological condition of the nurse will affect the service to the patient, creating a productive and safe work environment.

Poor shift management can lead to chronic fatigue, job dissatisfaction, and a decrease in the quality of services provided. Therefore, the work schedule management strategy needs to consider the shift rotation mechanism, sufficient rest time, and social and psychological support for medical personnel. Improved communication and management training are also key factors in managing work shifts effectively.

Furthermore, the results of this study emphasize that the quality of health services is not only influenced by the technical expertise of medical personnel, but also by the managerial and psychosocial aspects that surround the work environment. This is the main concern of hospitals in building a continuous service system that is ready to face operational challenges and patient needs simultaneously.

#### **V. CONCLUSION**

Based on the results of the literature review, it can be concluded that the division of nurse work shifts has an indirect relationship with the quality of health services in hospitals. Factors such as work fatigue, motivation, and stress are important mediators that link work shifts to performance and service quality. Therefore, effective shift management and oriented towards the welfare of health workers is the key to maintaining consistency in service quality.

Hospitals are advised to develop adaptive and data-driven shift scheduling policies to increase productivity and employee and patient satisfaction. A holistic approach that integrates technical and non-technical aspects is the main strategy in improving the quality of health services. Further studies need to be conducted to design an optimal work shift model according to the characteristics of the institution and the needs of medical personnel.

With the improvement of the quality of shift management and full attention to the needs of nurses, it is hoped that health services in hospitals can run effectively, safely, and satisfy all stakeholders.

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